

Michael Reinhart
4 Parkside Drive
Davis CA 95616

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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

Our family has used the services of Omsoft for decades. For me, the key to our engagement with that local company has been their ability and willingness to provide personal service. When I - a rather unsophisticated user of the internet - has a problem or question, I know I can call Omsoft or drop into their office and get an immediate, personal response to my inquiry. On a number of occasions they have guided me through a problem with a minimum of fuss and bother. Local, responsive service has been provided in a way that the large utilities/companies can't or won't.

Please don't make any decisions that would jeopardize their survival.

Sincerely,

Michael Reinhart